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Exam : **BH0-012**

Title : The Foundation ITIL (2012 Onwards)

Version : Demo

1.Which one of the following is the BEST description of a service level agreement (SLA)?
A. The part of a contract that specifies the responsibilities of each party
B. An agreement between the service provider and an internal organization
C. An agreement between a service provider and an external supplier
D. An agreement between the service provider and their customer
Answer: D

2.Which one of the following is NOT part of the service design stage of the service lifecycle?
A. Designing and maintaining all necessary service transition packages
B. Producing quality, secure and resilient designs for new or improved services
C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
D. Measuring the effectiveness and efficiency of service design and the supporting processes
Answer: A

3.Which one of the following activities are carried out during the "Where do we want to be?" step of the continual service improvement (CSI) approach?
A. Implementing service and process improvements
B. Reviewing measurements and metrics
C. Creating a baseline
D. Defining measurable targets
Answer: D

4.What is the name of the group that should review changes that must be implemented faster than the normal change process?
A. Technical management
B. Emergency change advisory board
C. Urgent change board
D. Urgent change authority
Answer: B

5.What should a service always deliver to customers?
A. Applications
B. Infrastructure
C. Value
D. Resources
Answer: C

6.Which of the following should IT service continuity strategy be based on?
1. Design of the service metrics
2. Business continuity strategy
3. Business impact analysis (BIA)
4. Risk assessment
A. 1, 2 and 4 only

B. 1, 2 and 3 only
C. 2, 3 and 4 only
D. 1, 3 and 4 only
Answer: C

7.Which stage of the service lifecycle is MOST concerned with defining policies and objectives?
A. Service design
B. Service transition
C. Continual service improvement
D. Service operation
Answer: A

8.Which one of the following is NOT the responsibility of service catalogue management?
A. Ensuring that information in the service catalogue is accurate
B. Ensuring that service level agreements are maintained
C. Ensuring that information in the service catalogue is consistent with information in the service portfolio
D. Ensuring that all operational services are recorded in the service catalogue
Answer: B

9.At which stage of the service lifecycle should the processes necessary to operate a new service be defined?
A. Service design: Design the processes
B. Service strategy: Develop the offerings
C. Service transition: Plan and prepare for deployment
D. Service operation: IT operations management
Answer: A

10.Which one of the following is NOT a responsibility of the service transition stage of the service lifecycle?
A. To ensure that a service can be managed and operated in accordance with constraints specified during design
B. To design and develop capabilities for service management
C. To provide good-quality knowledge and information about services
D. To plan the resources required to manage a release
Answer: B

11.Which one of the following is NOT an objective of problem management?
A. Minimizing the impact of incidents that cannot be prevented
B. Preventing problems and resulting incidents from happening
C. Eliminating recurring incidents
D. Restoring normal service operation as quickly as possible
Answer: D

12.Which process is involved in monitoring an IT service and detecting when the performance drops

below acceptable limits?
A. Service asset and configuration management
B. Event management
C. Service catalogue management
D. Problem management
Answer: B

13.Which of the following are managed by facilities management?
1. Hardware within a data centre or computer room
2. Applications
3. Power and cooling equipment
4. Recovery sites
A. 1, 2 and 3 only
B. All of the above
C. 1, 3 and 4 only
D. 1 and 3 only
Answer: C

14.Which one of the following is the purpose of service level management?
A. To carry out the service operations activities needed to support current IT services
B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
C. To create and populate a service catalogue
D. To ensure that an agreed level of IT service is provided for all current IT services
Answer: D

15.Implementation of ITIL service management requires the preparation and planning of the effective and efficient use of "the four Ps."
What are these four Ps?
A. People, process, partners, performance
B. Performance, process, products, problems
C. People, process, products, partners
D. People, products, perspective, partners
Answer: C

16.A process owner has been identified with an “I” in a RACI matrix.
Which one of the following would be expected of them?
A. Be accountable for the outcome of an activity
B. Perform an activity
C. Be kept up-to-date on the progress of an activity
D. Manage an activity
Answer: C

17.Which one of the following do major incidents require?
A. Separate procedures

B. Less urgency
C. Longer timescales
D. Less documentation
Answer: A

18.Which process includes business, service and component sub-processes?
A. Capacity management
B. Incident management
C. Service level management
D. Financial management
Answer: A

19.Which one of the following is an objective of release and deployment management?
A. To standardize methods and procedures used for efficient and prompt handling of all changes
B. To ensure all changes to service assets and configuration items (CIs) are recorded in the configuration management system (CMS)
C. To ensure that the overall business risk of change is optimized
D. To define and agree release and deployment plans with customers and stakeholders
Answer: D

20.Which one of the following does service metrics measure?
A. Functions
B. Maturity and cost
C. The end-to-end service
D. Infrastructure availability
Answer: C